

## EQUALITY IMPACT ASSESSMENT

<b>Name of Policy/Service/Function</b> Access 2 Services Programme, Channels WFD mainstreaming	
<b>Date of Assessment</b> November 2007	
<b>Directorate</b> Environment and Regeneration	
<b>Head of Service</b> David Wilde	
<b>Names and Roles of the people carrying out the EIA</b> Usha Parmar, Customer Services Manager Environment and Regeneration Claudette Byfield, Programme Manager	
<b>Why is the Equality Impact Assessment being done?</b>	Management Board Report Cabinet Report New Policy Change to existing policy Minor decision with potentially major impact on equality On Current EIA Schedule

### 1. Introduction and Background

1.1 Summary of proposal and specify whether this is a universal or targeted service

The Access 2 Services Programme is one of the 5 strategic programmes currently in progress across the Council, along with the Efficiency Review, Towards Excellence, Building Schools for the Future and the 2012 Strategic Programme. The Access 2 Services Programme follows on from the "Improving Access to Services" inspection in 2006 and the main objective is to enable residents, businesses and visitors to be able to access the services they want, the way they want, when they want.

#### Purpose of project - Claudette to provide

Increasing the number of services access through WFD to 90% by 2008/9.  
Key stakeholder WFD staff and identified service areas for phase I, and residents and businesses for phase II.

**Benefits include:**  
Claudette to provide

This is a targeted and internal service for phase I, and a universal service for phase II.

### 2. Profile of groups affected as customers and/or staff

#### 2.1.1 Age Equality

Neutral

There is a positive integration to Govmetric to gauge customer satisfaction; SAP CRM for customer information and history; and the customer can raise multiple queries at one point of contact.

#### 2.1.2 Disability equality

Neutral

There is a positive integration to Govmetric to gauge customer satisfaction; SAP CRM for customer information and history; and the customer can raise multiple queries at one point of contact.

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### 2.1.3 Gender equality

Neutral

There is a positive integration to Govmetric to gauge customer satisfaction; SAP CRM for customer information and history; and the customer can raise multiple queries at one point of contact.

### 2.1.4 Race equality

There is a positive integration to Language line for translation and interpretation services; Govmetric to gauge customer satisfaction; SAP CRM for customer information and history; and the customer can raise multiple queries at one point of contact.

### 2.1.5 Religion/Beliefs

Neutral

There is a positive integration to Govmetric to gauge customer satisfaction; SAP CRM for customer information and history; and the customer can raise multiple queries at one point of contact.

### 2.1.6 Sexual Orientation

Neutral

There is a positive integration to Govmetric to gauge customer satisfaction; SAP CRM for customer information and history; and the customer can raise multiple queries at one point of contact.

## 3. Questions this assessment addresses

### 3.1 What kind of equality impact may there be?

There should be nominal impact as the process is predominantly internal and services provided would be business as usual. For phase II there is an impact on communications where customers would need to be informed of the change in contact numbers.

### 3.2 How significant is it in terms of its nature and the number of people likely to be affected?

The number of people likely to be affected is small.

### 3.3 Is the impact positive or negative (or is there a potential for both)?

The overall impact is positive

### 3.4 On what aspects of the Equality Duties will this impact be?

Race

### 3.5 Could the impact constitute unlawful discrimination?

No

### 3.6 What further information is required to gauge the probability and extent of the impact?

NA

### 3.7 Where and how can that information be obtained?

NA

## 4. Action Planning Questions

### 4.1 What action do we need to take to reduce negative impact?

NA

### 4.2 If the action proposed will not fully mitigate adverse consequences for equality, or if the decision is to take no action, why is this, and can we justify it?

NA

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### 4.3 Can any further action be taken to promote equality of opportunity in relation to any of the equality strands?

See action plan in pint 6 below.

### 4.4 Do we need to undertake any further consultation or research?

No

### 5. Conclusions and Next Steps

The overall impact is nominal although there are added benefits to the customer with the integration of services to a single point of contact.

### 5.1 The key areas, which were improved as a result of this assessment, were:

Communications plan for Access 2 Services

### 6. Action Plan

Item	Action required	Lead Officer	Time Scale	Comments/Outcomes	Status
1.	Review A2S communications to inform customers and WFD staff			People are informed about services provided by WFD and the change in contact numbers.	